

MAPLE GROVE
WATER METER REPLACEMENT PROJECT

1. Why is my water meter being replaced?

Water meters are being replaced for the purposes of improving customer service and water system operations. The new meters will replace about 6,000 meters where readings are reported quarterly by mail and about 10,000 touchpad meters where manufacturers no longer make or service the handheld reading devices. The new meter automates meter reading, which will reduce meter reading costs; improve system reliability and accuracy; improve management of water use; improve leak detection and water conservation abilities; and improve customer service.

2. How does the new system work?

The new meter has a register that records and displays water use in digital format, rather than on dials. The register is connected to a radio device that transmits a signal containing the meter ID number and reading to a remote data collection device once a day, at midnight. The information is sent from the remote collection devices to a computer data base at the City offices where proprietary software is used to generate bills and other reports. Each radio device transmits a unique identification number, corresponding to your account.

3. Where is my water meter located?

Water meters are typically located in the utility/laundry room of the lower level of your home. If you have a basement that has been finished, the meter may have been placed behind a wall, in a cabinet or closet area. Water meters can sometimes be found in pits in older homes. In newer multi-family homes, the water meters are usually located in a utility room on the first level.

4. What will be installed at my property?

Your existing water meter will be replaced with a new water meter and radio device. The radio device will be mounted in the floor joists or to the ceiling of the utility room, near an external wall.

5. Does my meter have to be exchanged?

Yes, existing meters will not work with the radio device.

6. How much will the new meter cost me?

There is no charge to customers for the meter. Replacement of meters is an investment in our infrastructure and is funded through revenue generated by consumption charges.

7. Do installers need to come inside my house?

Yes, the water meter typically is located inside the home.

8. What will they do inside my house?

Installers will shut off the water, unscrew and remove the old meter from the meter horn, and install the new meter. They will have you sign a digital reader acknowledging the new meter has been installed. They will provide you with an emergency phone number in the event you have questions or concerns after the installation. Installers will also conduct a brief sump pump survey.

9. Do I have to be present for the installation?

An adult resident, 18 years or older, must be present to authorize entry into the home, and to sign a digital reader acknowledging the new meter has been installed.

10. What if I am a tenant and do not own this property?

If you are a tenant, you will be asked to provide the installer with access to the meter. It is requested that you forward the notification letter you received to the owner of the property.

11. I am an owner and have tenants, but I do not reside at the property. What should I do?

If you have tenants but do not reside on your property, you are responsible for providing access to the meter. You may need to schedule an appointment for the work through your tenant.

12. Who will install the new system?

The City of Maple Grove has contracted with **Ferguson Waterworks** to install the new meters. All installers have completed training and background checks, and will have photo identification, wear identifiable uniforms, and drive vehicles marked with a company decal. If you have any questions about the person at your door, please call 1-855-843-0473 to verify the identity.

13. When will the new water meter be installed in my home?

You will receive a letter asking you to call Ferguson Waterworks, to schedule an appointment. You can schedule this appointment at your convenience, Monday through Friday, 8 a.m. to 7 p.m. Some Saturday appointments will be available. Installation appointments will be scheduled in two-hour windows of time, for example, 8:00 a.m. – 10:00 a.m.

Please do not call to schedule an installation until you receive a letter asking you to do so.

Installations will be completed in phases and by geographic zones starting in 2012 and ending in 2013:

4 th Qtr. 2012:	Northeast Maple Grove
4 th Qtr. 2012:	Rice Lake Area
1 st Qtr. 2013:	Fish Lake Area
1 st Qtr. 2013:	Eagle Lake Area
1 st Qtr. 2013:	Lake Edward Area
2 nd Qtr. 2013:	Southwest Maple Grove
2 nd Qtr. 2013:	Weaver Lake Area
2 nd Qtr. 2013:	Northwest Maple Grove

14. What if I need to reschedule an appointment?

You will need to contact Ferguson Waterworks at least 24-hours prior to your scheduled appointment, Monday - Friday 7:30 a.m. to 5 p.m., should you need to reschedule.

15. When will this work be performed?

The project began in the 4th Quarter of 2012 and continues through the middle part of 2013. The majority of the work will be performed during normal working hours of 8:00 a.m. - 7:00 p.m., Monday through Friday. However, arrangements for Saturday installation will be available.

16. How long does it take to install the service?

A typical residential installation will take less than 30 minutes, depending on how easily we can access your water meter. For large commercial meters, significantly more time may be needed.

17. How do I know who is authorized to do the work?

The City of Maple Grove has contracted with **Ferguson Waterworks** to perform this service. The installers will be wearing uniforms with photo badge identification and driving marked vehicles. You may call the *Ferguson Waterworks Call Center* or the City to verify the installer and scheduled appointment.

18. Will my water service be interrupted during the installation?

The installer will turn off the water on either side of your old meter during the installation. A typical installation should take 30 minutes and the water will be turned back on when completed. In some cases, other repairs may be necessary, resulting in a longer interruption of service.

Once water service is restored, the installer will attempt to purge any air trapped in the service line. If some air is left in the line, you may notice a sputtering sound the first time you operate a fixture. This should only last a few seconds and will not cause any harm. The first few gallons of water may be discolored.

You can remove any additional air trapped in your line by running cold water for a few minutes. Typically, the faucet on your laundry room tub can be opened to flush out trapped air.

19. What if the valves won't work or a valve is broken during installation?

The installers can freeze the inlet pipe long enough to replace the meter. If the water needs to be turned off at the stop box, this may involve rescheduling the appointment. If the valve is broken by our installer, it will be replaced.

20. How much room do installers need?

The installer will need about a 3' X 3' area with unobstructed access to the meter.

21. What if there is something in front of or blocking the meter?

Please prepare to have unobstructed access to the meter when the installer arrives. If there are boxes or other items stored in the way, or the water meter is obstructed by an appliance, fixture, drywall or paneling, the installer may not be able to complete the work, which would require rescheduling.

22. What if there is a leak at the meter or any other problem after the meter is replaced?

The installer will explain procedures for problems prior to leaving a residence. You will be provided with an emergency phone number to call should any problems arise.

23. How accurate are the readings from the radio transmitter?

Meter readings obtained by radio transmissions are as accurate as the reading the meter manually. The new meters will measure water use to the tenth of a gallon. Water Utility staff will work with you to perform a self-test or to review water use data, to identify a potential leak or meter malfunction.

24. How often will you read my meter?

The meter will transmit a daily reading to the data base at City offices.

25. What if I need a meter reading between regular readings?

You can monitor water use for lawn watering, for example, by manually reading the digital display of the meter at any time. In order to read it, the display must be activated with a bright light. If you are moving and need a final daily reading, you will be able to schedule it with Utility Billing.

26. Do the new meters have any other benefits for me?

The new system will eliminate the need to report the meter reading quarterly by mail, as well as the need for meter reader to enter onto your property to read the touchpad sensor. The data logging capability of the new meters improves the wherewithal to detect leaks. Improved accuracy, reduced meter reading labor and operational efficiencies will help to keep costs down.

27. Will the radio interfere with my television, wi-fi, cell phone, or pacemaker?

The water meter radio will not likely interfere with your television, wi-fi, phone or similar devices. It will be programmed with a licensed frequency in the 450 MHz range, to protect it and other devices from interfering with each other. Also, the radio unit will transmit at very low power and for a brief moment of time at approximately midnight.

28. Are there health hazards associated with this technology?

The effects of EMF radiation have been taken into consideration. The risk of adverse health effects for the equipment and data transmission frequency specified for the project is sufficiently low (typically considerably less exposure than television, wi-fi, cell phone, etc.) as to be acceptable.